



**State of Louisiana**  
Louisiana Department of Health  
Bureau of Health Services Financing

**VIA E-MAIL ONLY**

February 15, 2018

Ms. Deborah M. Sorden, Vice President  
Health Services  
MAXIMUS  
34 Peachtree Street NW, Suite 3000  
Atlanta, GA 30303

Dear Ms. Sorden:

**RE: Notice of Monetary Penalty Regarding January Call Center Statistics**

Reports for the month of January demonstrate the failure of MAXIMUS to meet contractual requirements related to call wait times and the percentage of calls that must be answered. In the month of January, call centers operated a total of eighteen (18) days. Call center statistics show two (2) days of noncompliance for call wait times and four (4) days of noncompliance for percentage of calls that must be answered.

The contract between MAXIMUS and the Louisiana Department of Health (LDH) provides:

1.6.6.9.2.5 The toll-free telephone number shall be staffed 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays, at levels sufficient to ensure that ninety five percent (95%) of calls do not exceed the following wait times, computed on a daily basis:

1.6.6.9.2.5.2 Two (2) minutes after the first three (3) months of operation.

Failure to meet call center deliverables bears liquidated damages per day of noncompliance in accordance with the Table in Section 1.10.2.3 of the contract.

The table below outlines the specific date when the deliverables were not met.

January			
Date	Average Wait Time	Call Center	Associated Penalty
1/8/2018	09:40	Regular	\$500
1/18/2018	15:29	Regular	\$500

January			
Date	Percentage of Calls Answered	Call Center	Associated Penalty
1/8/2018	56.15%	Regular	\$100
1/10/2018	93.75%	Regular	\$100
1/18/2018	47.51%	Regular	\$100
1/22/2018	94.74%	Regular	\$100

Total associated penalties:

2 Occurrences of call wait time exceeding 2 minutes      \$ 1,000.00

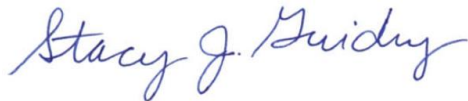
4 Occurrences of 95% of calls not being answered      \$ 400.00

**Total: \$1,400.00**

Due to the instances of noncompliance outlined in this letter, the amount of \$1,400.00 will be deducted from the next invoice submitted by MAXIMUS.

Should you have any questions or wish to discuss this matter further, please do not hesitate to contact me.

Sincerely,



Stacy Guidry  
Section Chief, Health Plan Management

cc      Pam Diez  
         Rebecca Harris  
         Jen Steele  
         MAX2-09